Guaranteed Standards – Notices of Rights (Electricity)

BK-CSR-IG-0128 Revision 06

Effective from: April 2015

Introduction

The following statement relates to The Electricity Network Company Limited (ENC) and Independent Power Networks Limited (IPNL), both holders of electricity distribution licences granted by Ofgem. ENC and IPNL are responsible for the safe delivery of electricity through their networks to properties across Great Britain. The networks of ENC and IPNL are operated by GTC.

This publication explains what the standards of service you can expect from GTC are and outlines the inconvenience payments you could receive if we fail to deliver these standards. It is written in accordance with the Electricity (Standards of Performance) Regulations 2015.

Any payments that you receive under this scheme will not prejudice your entitlement to any other action that you may be entitled to take as a result of failure on our part in accordance with Section 39A(5) of the Electricity Act 1989 (as amended by the Utilities Act 2000).

GTC does not sell electricity directly to consumers but ensures that it is delivered to you. The companies that sell electricity to consumers and send out bills are called electricity suppliers. If you have an enquiry about your bill, your meter or the supplier's Priority Services Register, please contact your electricity supplier. Contact details can be found on your latest electricity bill.

Sometimes the guaranteed standards may not apply due to events beyond our control, such as the actions of third parties, being unable to gain access to our own equipment, being unable to identify the customers affected by supply interruptions and, in some cases, severe weather. If any of these exemptions are invoked, we will need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances occurring and to prevent failure of the relevant standard. If you are supplied via a landlord's private cable or a private network (i.e. one that is not operated under an electricity distribution licence), these standards do not apply.

Our Contact Details

Address:

GTC

Synergy House

Woolpit Business Park

Woolpit

Bury St Edmunds

Suffolk

IP30 9UP

General Enquiries Line: 01359 240363

Fax: 01359 243377

Email: info@gtc-uk.co.uk

Our Office Hours:

Monday – Friday 8.00am to 5.00pm

Guaranteed Standards

Regulation 5 Supply Restoration – Normal Conditions

If your supply is interrupted due to a problem on our system, we will restore it within 12 hours of becoming aware of the problem.

Payment for failing to meet this standard: £75 for domestic customers and £150 non-domestic customers and a further £35 for each additional period of 12 hours in which you are without electricity. This payment must be claimed within three months of supply being restored unless you are a registered priority services customer where we will arrange for you to receive your payment. We will endeavour to write to you in these circumstances to invite you to claim this payment.

Regulation 6 Supply Restoration – Normal Conditions: Incidents affecting 5,000 customers or more

Where under normal conditions, your supply is interrupted and is due to a single failure of, fault in or damage to GTC's distribution system where more than 5,000 properties are affected, we will restore the supply within 24 hours from the time GTC was made (or should reasonably have been) aware of the fault.

Payment for failing to meet this standard: £75 for domestic customers and £150 non-domestic customers and a further £35 for each additional period of 12 hours in which you are without electricity up to a maximum of £300. This payment must be claimed within three months of supply being restored.

Regulation 7 Supply Restoration –Severe Weather

If your electricity supply fails because of a problem on our distribution system due to severe weather we will restore it within the period prescribed by the Regulations, dependent on the scale of the event.

Category of severe weather	Definition
Category 1 (medium events)	Lightning events – when a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.
	Non-lightning event – when a distributor experiences 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.
Category 2 (large events)	Non-lightning events – when a distributor experiences at least 13 times the normal number of faults in 1 day, suppliers will be restored within 48 hours.
Category 3 (very large events)	For severe weather events affecting a very large number of customers as specified in the Regulations – supplies will be restored within a period as calculated using a formula based on the number of customers affected as set out in the Regulations.

Payment for failing to meet this standard: £70 (for both domestic and non-domestic consumers). You will also receive an additional £70 for each 12 additional 12 hours you are without supply. The maximum payment you will receive under this regulation is £700.

Regulation 8 Supply Restoration- Rota Disconnection

On very rare occasions there may be supply shortages in your locality and your electricity supply may need to be interrupted on a rota basis in order to share the available load. We aim to minimise the amount of time that your supply would be affected in such cases. If your supply is interrupted as a result of rota disconnection actioned by GTC, we will restore supply within 24 hours.

Payment for failing to meet this standard: £75 for domestic and £150 for non-domestic customers. Payments must be claimed within three months of the incident.

Regulation 10 Supply Restoration- Multiple interruptions

If your supply is interrupted for three hours or more on four separate occasions in one 12-month period (beginning on 1st April), you are entitled to make a claim.

Payment for failing to meet this standard: £75 for both domestic and non-domestic customers. Claims must be made within three months of the end of the 12-month period for which the claim applies. You will need to include the address affected and the dates on which the failures occurred. Incidents for which a payment has already been made, or where we have provided prior notice of the interruption cannot be included in your claim.

Regulation 11 Distributor's Fuse

If you call us and tell us that the main fuse between your incoming supply cable and your meter appears to have failed, we will attend your premises within three hours if notified between 7am and 7pm on a working day and within four hours if notified between 9 am and 5pm on any other day. If you contact us outside the hours specified, we will treat your call as if it had been received at the start of the next day for the purposes of calculating any payment that may be owed.

Payment for failing to meet this standard: £30 for both domestic and non-domestic customers.

Regulation 12 Notice of Supply Interruption

We will give you at least two days' notice if we intend to switch off your supply to carry out work on our network.

Payment for failing to meet this standard: £30 for domestic customers and £60 for non-domestic customers. If for some reason we are unable to give you two days' notice of an interruption to your supply, we will give you as much notice as possible. This payment must be claimed within one month of the planned supply interruption.

Regulation 13 Voltage Complaints

If you contact us to report that your supply is or was outside the permitted voltage range, or if an event that you report leads us to believe that your supply is or was outside the permitted voltage range, we will either offer to visit your premises within seven working days, or if a visit is not necessary dispatch an explanation within 5 working days.

Payment for failing to meet this standard: £30 for both domestic and non-domestic customers.

Regulation 17 Making Appointments

If we need to visit your property, or if you request a visit from us, we will offer you a timeslot within a reasonable period, either in the morning or the afternoon or within a two-hour time band. Please note that this regulation does not apply to a visit arising out of the application of the Electricity (Connection Standards of Performance) Regulations 2015.

Payment if we fail to offer an appointment or fail to keep one: £30 for both domestic and non-domestic customers.

Regulation 19 Payments owed under the Guaranteed Standards

Where a payment becomes due under regulation 5 to 8 (inclusive) 10, 11, 12, 14, 15 and 17 we will make it either to you or your supplier within 10 working days of being made aware of the failure or if the fault originated on an upstream network operator's network, we will make the payment within 10 working days of receipt of payment from the upstream network operator. In the case of Regulation 7 (Supply Restoration – Severe Weather) we will make the payment within a reasonable period.

Payment for failing to meet this standard: £30 for both domestic and non-domestic customers.

Claiming a Payment

If you would like to make a claim under Regulations 5, 6, 7, 8, 9, 10 or 12, please contact us in writing using the address listed in this document and include as much information as possible regarding your claim to enable us to process it promptly. If you disagree and cannot reach agreement with us about whether you should receive a payment, you may refer the case to the Office of Gas and Electricity Markets (Ofgem), the independent regulator for the electricity industry, to request a formal decision.

Exceptional Circumstances

The Electricity (Standards of Performance) Regulations 2015 detail a number of circumstances where the Guaranteed Standards may not apply. These include:

- Where you inform us that you do not want us to take any action or further action.
- Where you agree that any action we have taken (or promise to take) meets the requirements of the guaranteed standard. If we have promised to take action as part of this exemption, we shall do so promptly.

- Where, if we need information from you in order to meet our guaranteed standard, you either telephone a number or send the information to an address other than the one we have provided.
- Where, in the case of voltage complaints, you contact us outside our working hours.
- If supply is to an island via an underwater cable and there is no other alternative means of connection normally available to us, where the failure, fault or damage on the cable is below the high water mark of spring tides.
- Where we could not have reasonably been expected to meet the guaranteed standard (despite efforts on our part) due to –
    - Severe weather;
    - Industrial action by our employees;
    - The action of a third party;
    - Inability to gain access to relevant premises;
    - The likelihood of us breaking the law if we complied;
    - The effects of an event for which the emergency regulations have been made under part 2 of the Civil Contingencies Act 2004;
    - Other exceptional circumstances beyond our control.

If we invoke any of the exemptions laid out in the Regulations, we are required to demonstrate that we have taken all reasonable steps to prevent failure.

Complaints

If you have a complaint about any aspect of our service, please let us know. You will find our complaints-handling procedure on our website or you can ring the general enquiry line to request a copy. If we are unable to resolve the matter with you, you can refer it to the Energy Ombudsman. This is a free and independent dispute-resolution services. Our process for dealing with complaints is detailed in our Complaints Handling and Dispute Resolution Code of Practice, a copy of which is available from the above contacts on request.

Please note that the Guaranteed Standards of Services do not include compensation for loss of earnings or expenses incurred during an outage. Furthermore, any compensation for electrical equipment or loss of contents from refrigerators or freezers is also not included and should be taken up with your home contents insurer.